DHCS

State of California—Health and Human Services Agency
Department of Health Care Services

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REMOTE ACCESS TO MEDS AND MEDSLITE SYSTEMS

This guidance is effective April 9, 2020 and until the COVID-19 nationwide public health emergency has ended, or until further notice from the Department of Health Care Services (DHCS), whichever is first.

This guidance applies to users of the DHCS Medi-Cal Eligibility Data System (MEDS) and MEDSLITE.

Remote Access Requirements

In order to facilitate the essential work that is supported by MEDS and MEDSLITE, while allowing workers to remain safe and to comply with stay-at-home orders, DHCS will allow remote access to these systems during the COVID-19 emergency. DHCS requests that entities access them only through a secure remote access system that includes, at a minimum, the following in order to reduce the associated risks:

- ✓ FIPS 140-2 compliant end to end encryption
- ✓ Multi-Factor Authentication (MFA) using methods such a One-Time Passcode (OTP), Mobile authenticator app, or a device certificate
- ✓ Audit trails of remote access
- ✓ Protection against data leakage to personal devices, with methods such as containerization technology. No MEDS or MEDSLITE data is to be stored on, copied onto, or sent to personal devices (except through secure telework channels as described in these requirements).
- ✓ Remote access/Telework policies and procedures, including but not limited to using physical isolation or barriers when accessing the systems to prevent other home occupants from seeing data from these systems.

If an entity whose staff uses MEDS or MEDSLite is unable to perform essential work in compliance with these standards, the entity must do a documented risk analysis of the variances, determine if the those risks are acceptable, and identify possible methods to reduce the level of risk. The documentation must be provided to DHCS upon request. DHCS reserves the right to limit or prohibit telework access to MEDS and MEDSLITE as conditions warrant.

Please submit any questions to CountyPSA@dhcs.ca.gov.